

*Department of Energy
Corporate Human Resource Information System*

CHRIS

Welcome to the world of CHRIS, where human resource and other administrative functions will be streamlined into an integrated corporate system.

Capitalizing on the latest web-based technologies, global access to human resource information will be provided to DOE managers and employees to support a variety of management and personal decision-making purposes. Real-time information can be accessed and updated, all through your global information solution.

This is the world of **CHRIS** – your continually evolving corporate human resource information system.

With the commitment of our stakeholders, **CHRIS** will facilitate a massive change in current HR business practices and policies.

- Core needs and practices will be aligned across the DOE community;
- Non-value added and redundant work efforts will be eliminated and replaced with streamlined, best business practices; and
- Emerging customer information needs will be readily addressed through a single automated solution.

The way we do business will be revolutionized by information technology – preparing us for the new millennium. Follow us now as we revisit the worlds of DOE past that led us on our journey to the world of **CHRIS**.

Enter the world of 1995 . . .

In response to revamped and more decentralized human resource policies and programs, DOE organizations have a variety of independent solutions addressing information needs and functional requirements. More than 80 information systems – many redundant and outdated – exist to process similar information. Resources – both financial and human – are scarce. The care and feeding of these systems becomes increasingly problematic. Benefits of working together are also compromised. The need for our corporate journey is clear.

Our corporate journey begins with each step strategically approached and executed, while institutionalizing our commitment to stakeholder involvement.

A key partnership is formed between the human resource and information management professionals. These employees work hand-in-hand and serve as the guiding relationship for all future activities and decisions.

- The DOE Richland Operations Office receives approval to pilot PeopleSoft – a commercial off-the-shelf software system for human resource administration.
- An HR Review Team is formed to investigate information system options from a corporate perspective.
- The Team concludes that sufficient need exists to proceed with an integrated information management system.

Enter the world of 1996 . . .

The Department conducts a study of external providers of payroll and personnel processing services. A thorough evaluation determines that external service providers cannot meet the HR business needs. A source for human resource services is still needed.

Based on results of the Review Team, DOE HR Directors identify the need for a corporate information system as their number one priority. A working group of field, program and Headquarters representatives assemble to conduct a Strategic Information Management process. The SIM participants identify corporate business needs and prepare a detailed cost/benefit analysis that clearly outlines multiple advantages of an integrated approach to information management.

A 51% return on investment is projected!

Normally a nine-month process, the HR SIM process is completed in less than four, resulting in a sound business case for a DOE global information solution.

A team of DOE employees assembles to conduct a market study of commercial off-the-shelf products, assessing vendor ability to meet business requirements in the Federal marketplace. Several products are identified and the field of potential vendors is narrowed to three. After a highly structured product evaluation and analysis, PeopleSoft is chosen as the vendor that can best meet the needs of the DOE environment.

The Federal functionality of the product best supports the business improvement opportunities identified in the SIM process and the timing of the purchase is perfect. Many DOE organizations are planning to procure HR-related systems and are poised to readily support a corporate-wide purchase. The corporate purchase saves an estimated \$2.7 million over the financial outlay required for a site-by-site purchase.

In September 1996, the PeopleSoft product is purchased to serve as the foundation of our corporate information system – the DOE Corporate Human Resource Information System. **CHRIS**, is born!

A decision to temporarily house the corporate database at the Federal Energy Technology Center in Morgantown, West Virginia, is made and the PeopleSoft product is later installed onto a central server.

With a product in hand and support from top management around the complex, over 40 DOE HR and information management professionals convene in Denver, Colorado, to plan the implementation of **CHRIS**.

To manage this task in our resource-scarce environment, a matrix organizational structure with DOE-wide representation is recommended and adopted. Day-to-day activities of **CHRIS** project are to be executed and managed through this structure.

A Steering Committee is put in place to provide the overall guidance and strategic direction on **CHRIS**-related issues and activities to the project teams.

Project teams are assembled to manage this tremendous task. The Initial Implementation Team addresses the myriad of technical issues associated with connecting all DOE sites to the corporate system. They ensure each site will have the ability to process personnel actions in the corporate system no later than 3/31/98. This Team builds on a solid foundation for future functionality of the corporate system.

The Business Improvement Team facilitates the reengineering of many core HR and administrative processes and systems. This is done while exploring various options for providing global access to the enhanced real-time information. Planning for and implementing the expanded functionality for the future of **CHRIS** is placed in their hands.

The Planning and Coordination Team coordinates activities and resources among the two major working teams and provides corporate business management support to the project office through such activities as project management and system documentation.

Enter the world of 1997 . . .

With a matrix organization structure in place and the software installed, the Project Teams begin implementation of the corporate system. Some 150 DOE employees have been involved in the **CHRIS** system to date. Over 60 remain actively involved as Steering Committee or Project Team members. Now the arduous task of designing and populating data tables to support information in **CHRIS** begins.

By March, less than 120 days after product installation, the Federal Energy Technology Center becomes the first DOE site to go *live* with personnel transactions in the new corporate system. Other organizations are now solicited for their preferred implementation dates and each DOE servicing personnel office is slated for an implementation date between June and December. One of the most aggressive implementation schedules in the Federal government is put into place.

Meanwhile, the vendor's product continues to evolve and improve, based on input and best business practices from its customer base. Its future viability in the market is ensured with the addition of many Federal and private sector clients. The possibilities for **CHRIS** are endless. Now to the world of the future.

Enter the world of CHRIS

As we prepare for our voyage into the future, we look forward to many anticipated benefits that will ultimately be derived from our global information solution. Travel with us now to the DOE of the future and visit our expanded information universe.

Using a variety of web-based technologies and Internet solutions, managers and supervisors are obtaining real-time information from their desktop. Non-secure information is available at home or from anywhere in the world through the world wide web. Decision-support information for decision-making and what/if analyses is readily available in a user-friendly format and the days of requesting information from the HR professional and waiting for structure queries to be built are long since gone. Business decisions based on old data no longer exist.

Employees are accessing personnel related information from their desktop. Some personnel data can be read and updated from the desk. Personnel forms are now accessible electronically. Visits to the HR office are limited to matters requiring personal consultation or management advice. The virtual official personnel folder is here.

The Department of Energy reaps rewards as well. Data from a variety of information sources is easily accessible through a single integrated system. This eliminates the need to consult with multiple owners of data and the manual assembly of never before automated data. Collecting data from across the complex to support corporate decision-making is another thing of the past. The paperless office is a reality.

Finally, the role of the HR professional is changing. Requests for personnel actions and related processes are completely streamlined as personnel actions are initiated from the manager's desktop and electronically forwarded to human resources for processing. The need for multiple levels of administrative staff to process the paperwork has long since disappeared but same day actions are a reality.

This is the **CHRIS** vision for the future.